

From: Sorenson Communications Technical  
Support<mailto:techsupport@sorenson.com>  
Sent: Wednesday, November 02, 2011 5:52 PM  
To: <REDACTED>  
Subject: 115375-3003

[REDACTED],

Other VRS provider devices and software aren't supported with  
Sorenson  
ntouch PC at this time. If you feel you'd like them supported,  
please  
email VRSComments@sorenson.com<mailto:VRSComments@sorenson.com>  
to ask  
they be supported.

Sincerely,

Bruce - 3003  
Senior Tech Support  
Sorenson Communications  
VP. (801) 287-9403  
TTY. (866) 877-9826  
V. (866) 496-6111  
F. (801) 287-9495  
E. vrssupport@sorenson.com<mailto:vrssupport@sorenson.com>  
W.  
[www.sorensonvrs.com/support](http://www.sorensonvrs.com/support)<<http://www.sorensonvrs.com/support>>

From: "portmynumber" <[portmynumber@sorenson.com](mailto:portmynumber@sorenson.com)>  
Date: Nov 15, 2011 7:53 PM  
Subject: Sorenson VRS  
To: <REDACTED>

Hello,

My name is Jamie and I am writing you to offer assistance with your VP-200. It has recently come to my attention that you have ported your local number to another provider. Unfortunately, when this happens, the VP-200 will only work with limited features. The Sorenson Gold Services such as your contact list, the Sorenson Video Center, Call Waiting, RapidoVRS, and Enhanced 911 Services (along with many other great features) are no longer available.

I would love to have the opportunity to discuss with you all the ways Sorenson VRS can make a difference in your life! All you have to do is call us back by clicking "Get Connected" on your VP-200 or user other device and call [801-386-8500](tel:801-386-8500) and we can do verbal agreement then we will help you port back to Sorenson.

Please feel free to call me on the VP at [801-590-4173](tel:801-590-4173) with any questions or concerns. I look forward to hearing from you soon!

Thanks! Have a great day! J

Jamie



[portmynumber@sorenson.com](mailto:portmynumber@sorenson.com)

Videophone: Your VP Local Number  
Or From your VP-200: select the "Get Connected" icon

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From: portmynumber <[portmynumber@sorenson.com](mailto:portmynumber@sorenson.com)>

Sent: Friday, September 23, 2011 5:55 PM

Subject: Assistance with your Sorenson VP-200

Hello (remove his name by request),

My name is Amanda and I am writing you to offer assistance with your VP-200. It has recently come to my attention that you have ported your local number to another provider. Unfortunately, when this happens, the VP-200 will only work with limited features. The Sorenson Gold Services such as your contact list, the Sorenson Video Center, Call Waiting, RapidoVRS, and Enhanced 911 Services (along with many other great features) are no longer available.

I would love to have the opportunity to discuss with you all the ways Sorenson VRS can make a difference in your life! You can give us your permission over the VP to port your number back to Sorenson and then I can help you have your VP-200 running again in just a few minutes with a temporary local number!

Please feel free to call me on the VP at 801-590-6315 with any questions or concerns. I look forward to hearing from you soon!

Thanks! Have a great day! ☺

Amanda

[portmynumber@sorenson.com](mailto:portmynumber@sorenson.com)

Videophone: 801-590-6315

Or From your VP-200: select the "Get Connected" icon

Fax: 801-262-8137

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svrstom

x

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BU

IM with svrstom started Nov 30, 2011 8:59 AM

svrstom

Q Search

family (1/15)

FRIENDS

Worker (0)

Offline (3)



svrstom

hi there,

you still living in palm city

I mean Palm Coast

8:04 AM



Who is this.

9:01 AM



svrstom

hi

this is tom

from Sorenson. I have new things for you

been trying to reach you

9:01 AM



svrstom

can you call me at this number 772-232-7429

then i can explain you what you will get

your VP is [REDACTED] It has been connect to Interpreter

that is why im here to help you and find out what is happening.

9:04 AM